

Virginia WIC Program
Procedures for New WIC Retailers to Order Conduent-Supplied
Stand Beside Point of Sale (POS) Equipment

1. Call the Conduent's Retailer Help Line at 877-436-6057 to place an order. Store address, WIC ID and/or SNAP information will be required.
2. The retailer will be sent paperwork (WIC Vendor EBT Settlement Form and Conduent WIC Vendor Agreement) to complete by email, fax or mail.
3. The completed paperwork will be returned to Conduent:

By mail: Conduent State and Local Solutions Inc.
 P.O. Box 80469
 Austin, TX 78708

By email: Austinebt@conduent.com

By fax: 855-261-4677

4. Once the paperwork is received by Conduent, a ticket will be opened with CDE to have a SB equipment deployed.
5. The SB equipment will be shipped within 48 hours upon receipt of completed paperwork.
6. Call 800-222-7757 for Conduent WIC Vendor Contract Agreement questions.
7. For all other retailer questions, call 877-436-6057.